

## Mobile Field Force Solution



### Key Features

- Service Team Management
- Performance Management
- Client Profile Management
- Service Call Prioritization
- Job Status Assessment
- Instant Feedbacks
- Service Activity reports
- Improves CRM adoption
- Enterprise integration
- Email/SMS notifications

### Unique Advantages

- Full Intellectual Property Ownership
- Robust Mobile App & Cloud Solution
- Third Party Integration
- Extensive Customization
- Business Intelligence Reports
- GPS Technology Integrated with Service Team
- Proven Domain Expertise
- Dedicated Support Team
- Award Winning User Friendly Approach

### Overview

Trineta iWay uses industry-leading mobile & web technologies to bring you the highest quality of Mobile field force solutions with real time information sharing for field force team.

This innovative combination of Mobile App & our award-winning cloud-based platform is useful to provide end-to-end visibility over your service team and also provides valuable insights to assist them on field.

Trineta iWay consists of an intuitive and simple mobile app along with a powerful web platform with features like Service Job assignment, Status Assessment, Customer Database Management, Field Movement Summary, Service Visit Trial, Instant service related feedbacks & more. Intelligent reports are available for analysis and provides the field happenings virtually, which can be exported to pdf, word or excel.





Applications for Trinetra iWay Mobile app & Web platform are wide & varied, including Service Force Automation, Service team Empowerment, Mobile service efficiency Management & much more.

Custom mobile app development & integration can be done to empower your Service Force to enter Customer/Dealer service visit details, review service effectiveness & enable Service feedbacks in real-time, update Service Visit Report, record answers for Survey Questions & much more.

## Industry Based Solutions

- Professional Services
- Consumer Goods services
- Customer Service Sectors
- Automobile Services
- Transport Industry
- Manufacturing Industry
- Electronic Industry
- Textile Distributors

## Benefits

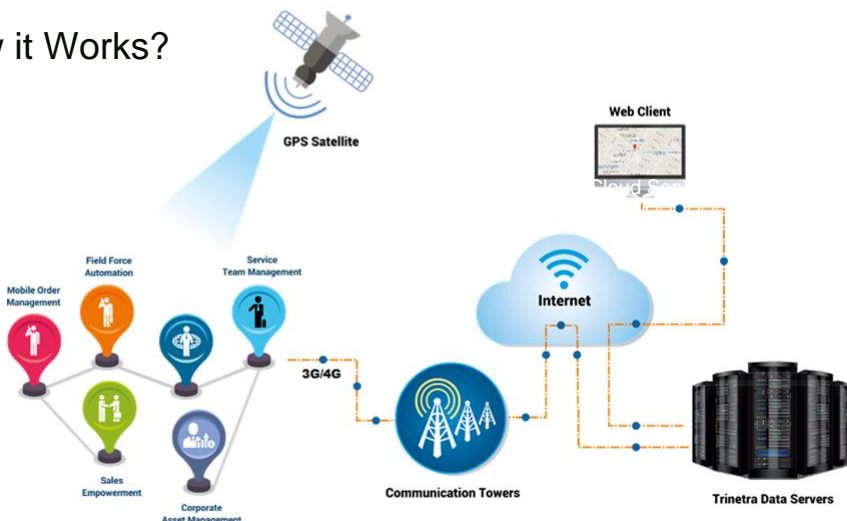
### Client

- Professional client handling
- Prioritizing the Service task
- Customer Satisfaction
- Improves Customer retention ship
- Quick Response Time
- Instant feedbacks

### On Field Team

- Improved Service Efficiency
- Real-time task updates
- Reduce Turn Around Time
- Self-Evaluation
- Improve service quality
- Instant recognition

## How it Works?



Trinetra Wireless is an innovative technology company with proven domain expertise, an advanced hardware design centre in Canada, a world-class embedded engineering and software development centre in India.

With local presence in 8+ global locations, we also work in partnership with channel partners and system integrators worldwide to provide quality solutions to our clients.

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